PROCEDURES MANUAL:
NEPEC ELECTRONIC MONITORING SYSTEM FOR THE CWT PROGRAM

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Introduction

Why monitor the CWT program?

The Northeast Program Evaluation Center (NEPEC) in West Haven, CT, is charged with the ongoing monitoring and evaluation of several mental health and homeless programs, including the Compensated Work Therapy (CWT) program. This manual is designed to assist the user in completing the NEPEC electronic data forms in the CWT program monitoring system. This monitoring system is designed to document what CWT services have been provided and the effectiveness of these services, and thus the integrity of the data is critical to the ongoing success of vocational services in VHA.

What is the purpose of the CWT electronic program monitoring system?

The CWT electronic data monitoring forms were developed in 2005 to accurately capture the activity of CWT programs during and after the addition of supported employment (SE) into the array of vocational services offered by CWT. ALL CWT activities should be monitored using this system, including CWT/TWE (transitional work experience), CWT/SE, and CWT workshop activities. The system also allows for monitoring of other vocational services offered at your site. The electronic system replaces the previous paper and pencil monitoring system.

NEPEC summarizes monitoring data quarterly and in the CWT Annual Reports, which are distributed to program coordinators and other interested parties. Monitoring reports are also available for download on the NEPEC VA Intranet site:

http://vaww.nepec.mentalhealth.med.va.gov

How do I access the CWT electronic monitoring system?

The NEPEC monitoring system can only be accessed via the VA Intranet. This means that you must be connected to the VA network to access the site.

The site is only configured to work with Internet Explorer. Other browsers (e.g., Netscape, Firefox) will not work properly, and may cause errors with data collection.

See the appendix to this manual for specific directions for configuring your browser.

The URL to access the site is:

HTTPS://SECURE.VSSC.MED.VA.GOV/CWTSURVEY

The URL to access the test site (for practice purposes only) is:

HTTPS://SECURE.VSSC.MED.VA.GOV/CWTSURVEYTEST

Quick & Important Facts About the CWT Electronic Monitoring System

- The electronic system is used to monitor ALL CWT participants – including CWT/TWE (transitional work experience), CWT/SE (supported employment), and CWT workshop activities.

- Forms are completed at admission and discharge, with regular quarterly updates during CWT participation.

- You must use Internet Explorer as your browser. If you are asked to enter your user name and password when you try to access the site, this means that you need to make changes to the Internet Explorer configuration. Instructions to reconfigure Internet Explorer are in the appendix to this manual.

- The form must be completed in one sitting – you cannot save the information and return at a later time.

- Once you submit the information to the system (by clicking "submit") you will not be able to make corrections. Please review your entries carefully prior to submitting them. You may also wish to print the data at this time in case of an intermittent problem with data submission.

- After you have submitted the information, you may use the next screen to copy the information into a CPRS progress note or to print a paper copy of the entries. If you print a paper copy, you must store it in a locked, protected place.

- The veterans should never enter information into the computer themselves. A VA employee must enter the information.

- The system permits you to enter either a three digit or a five digit site code. The site code is your official VA site number. Five digit site codes are mostly used to indicate consolidated sites, and so you may or may not have a five digit site code. If you are unsure what code to use, send us an e-mail.

- If you have questions, send us an e-mail! Our e-mail addresses are on page 19 of this manual.

Which veterans need to be entered into the data monitoring system?

The electronic data forms should be completed for every veteran who is enrolled in the CWT program and receiving **any** CWT services, including CWT/SE (supported employment), CWT/TWE (transitional work experiences), and CWT workshop services.

Veterans who have been screened for but not admitted to the CWT program need not be entered into the data monitoring system.

The system is also configured to allow for monitoring of other vocational services offered at your site. It is not mandatory to enter data for veterans who are receiving vocational services other than CWT. However, your site or VISN may choose to do so in order to document these services.

When should the data forms be completed?

	Due Date	Note
Admission Form	Within **2 weeks** of admission	
Quarterly Vocational Status Form	3 months after the **CWT admission** date *(not the date the NEPEC form was completed),* and then every 3 months thereafter	Can be completed 2 weeks prior, or up to 6 weeks after actual due date. **Do not** complete after 6 weeks past the due date.
Discharge Form	Within **2 weeks** of discharge	

- **The Admission Form** documents each veteran's entry into each episode of CWT treatment. This form should be completed within 2 weeks of admission. Because the first section of the form requires a face-to-face interview with the veteran, many programs find that it is most convenient to complete this form during an intake interview.

- **The Quarterly Vocational Status Form** is designed to provide ongoing information about each veteran's employment progress. Because veterans could remain in the CWT program for a considerable time, this form is completed quarterly during the entire time the veteran is enrolled in the CWT program. This form should be completed three months after the date on which the veteran is admitted to the CWT program, and every three months thereafter. It is strongly encouraged that this form be completed as close to the due date as possible, however programs may complete this form up to 2 weeks prior to the actual due date, or up to 6 weeks after the actual due date.

  The clinician completing the admission form will receive an e-mail when it is time to complete the quarterly update. There is a place in the admission form to enter the e-mail address to which this reminder should be sent, so it is important to enter the e-mail address correctly! E-mails about quarterly updates are sent once a week on Monday

mornings. You will continue to receive e-mails about due/overdue updates until either a quarterly form or discharge form has been completed. To complete a quarterly update, click on the link in the e-mail to view a list of all quarterly updates that are due. Click on the number to the left of the veteran's name and ID number to take you to the update that you wish to complete at that time.

The due dates of the Quarterly Vocational Status Forms are based on the number of days since admission, not the number of days since the NEPEC forms are completed.

Example: If a veteran is admitted to the CWT program on January 1, but the clinician did not complete the NEPEC form until January 16, the Quarterly Vocational Status Form is still due on April 1. Similarly, if the first Quarterly Vocational Status Form was completed on April 25, the next Quarterly Vocational Status Form is still due on July 1.

How to reassign quarterly reports to another clinician: It is possible that a veteran will transfer within CWT to another clinician or service, and so the request for a quarterly update will need to be reassigned to the new clinician. Click on the number to the left of the veteran's name and ID number and instead of completing the survey you will be permitted to reassign the update to another clinician at your site. Choose the appropriate clinician from the drop-down menu in order to reassign. If the appropriate clinician is not listed, click on the option to "send to NEPEC" and provide as much information as possible in the text box. We will complete the request as soon as possible.

- **The Discharge Form** should be completed within 2 weeks of discharge from the CWT program.

  Occasionally a veteran may discontinue contact with the CWT program, and it may be unclear whether the veteran plans to resume contact in the future. In these cases, wait several weeks before completing the Discharge Form. When it is clear that the veteran has left the program, the discharge date should be the last date of contact with the veteran, not the date you enter the information into the electronic system.

  If a veteran has been discharged from the CWT program (and thus discharged from the NEPEC data monitoring system), but then resumes contact with the CWT program, begin another episode of treatment by completing an Admission Form.

How to access the Admission form:

1. Enter the URL in Internet Explorer. Enter your three or five digit station/site code in the appropriate box, and click the "add new patient" button. The "Add New Patient" screen will appear in a new window.

2. Enter the information into the appropriate boxes. **It is critical that this information is correct, because you will use this information to retrieve future forms.** After you have answered all questions, click "Add new patient" to "enroll" a new veteran into the data monitoring system. The Admission Form will appear.

3. Complete the Admission Form (guidelines are in a later section of this manual)

4. Before you click "submit," review the information you just entered for errors. When you are sure that the information you entered is correct, click "submit" to transmit the data to the secure server. You will not be able to edit the data after you click submit.

5. A screen will appear with the information you just entered. This is the last time that you will be able to view the data you entered. You may use this screen to print a paper copy of the entries. If you print a record, it should be stored safely in a locked area like all other protected health information.

6. After the information is printed, you may copy it into a progress note in CPRS, and it will then become part of the clinical record. To do this, click "copy to clipboard," and then paste the information into an empty note.

7. Close the form window.

How to access the Quarterly Vocational Update Form:

1. You will receive an e-mail two weeks prior to when a quarterly update is due. To complete the quarterly vocational update form, click on the link on the e-mail, or enter the URL into Internet Explorer. Click on the link in the e-mail to see a list of updates that are due.   You can then click on the record that you wish to update, and this link will take you to the Quarterly Form.

   An alternative way to access the quarterly vocational update form is through the main entry page. From the main page, enter your three or five digit site code, and select "quarterly updates." Enter the veteran's last name and social security number, and click "find patient." The quarterly vocational update form will appear. If it does not appear, check the spelling of the last name and the social security number. If the patient cannot be found, it is possible that a mistake was made when the patient was entered into the system. Contact your program analyst at NEPEC for assistance.

2. Complete the Quarterly Form (guidelines on how to complete the Quarterly Form are in a later section of this manual)

3. Before you click "submit," review the information you just entered for errors. When you are sure that the information you entered is correct, click "submit" to transmit the data to the secure server. You will not be able to edit the data after you click submit.

4. A screen will appear with the information you just entered. This is the last time that you will be able to view the data you entered. You may use this screen to print a paper copy of the entries. If you print a record, it should be stored safely in a locked area like all other protected health information.

5. After the information is printed, you may copy it into a progress note in CPRS, and it will then become part of the clinical record. To do this, click "copy to clipboard," and then paste the information into an empty note.

6. After the information is printed, you may copy it into a progress note in CPRS, and it will then become part of the clinical record. To do this, click "copy to clipboard," and then paste the information into an empty note.

7. Close the form window.

How to access the Discharge Form:

At the time of discharge, enter the URL for the main entry page in Internet Explorer (https://secure.vssc.med.va.gov/cwtsurvey). From thismain page, enter your three or five digit site code, and select "discharge patient." Enter the veteran's last name and social security number, and click "find patient." The quarterly vocational update form will appear. If it does not appear, check the spelling of the last name and the social security number. If the patient cannot be found, it is possible that a mistake was made when the patient was entered into the system. Contact your program analyst at NEPEC for assistance.

1. If you receive an e-mail reminder to complete a quarterly update, but the individual has been discharged, simply click on the link on the e-mail, but click the "Discharge" button instead of the "Update" button.

2. Enter the last name and social security number of the veteran for whom you would like to enter data. In order to access the form, you must enter the exact information entered when you enrolled the veteran into the data monitoring system. Click the "find patient" box.

3. Complete the Discharge Form (guidelines on how to complete the Discharge Form are in a later section of this manual).

4. Before you click "submit," review the information you just entered for errors. When you are sure that the information you entered is correct, click "submit." You will not be able to edit the data after you click submit.

5. A screen will appear with the information you just entered. This is the last time that you will be able to view the data you entered. You may use this screen to print a paper copy of the entries. If you print a record, it should be stored safely in a locked area like all other protected health information.

6. After the information is printed, you may copy it into a progress note in CPRS, and it will then become part of the clinical record. To do this, click "copy to clipboard," and then paste the information into an empty note.

7. Close the form window.

What happens to the data after it's submitted?

The data is stored on a secure server on the VA intranet, and then is sent to NEPEC for processing and review. NEPEC program analysts may contact you to ask questions or clarify certain data points.

Some programs may choose to keep a paper copy of each data form for your records, although this is optional. You will not be able to retrieve your data from the monitoring system after you have submitted it, unless you have printed a paper copy or saved it in a clinical note in the electronic medical record. Keeping these records will allow you to clarify and answer questions about the data with NEPEC, and will serve as an additional back-up system in the unlikely event that there are problems with the server.

Completing the Forms

General Instructions

No questions may be left blank (except for the suffix code). In order to submit the data, you must complete every question. If you do not know the answer, or if the question is not applicable, select the corresponding response choice.

The monitoring forms should be completed by a clinician using all sources of information available with the exception of Part I of the Admission Form, which should be completed during a face-to-face interview with the veteran.

VA staff, not the veteran, should enter the information into the computer. The veteran should never enter any data into the computer directly.

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Instructions for Completing the Admission Form – Item By Item:

Enter your three or five digit station code. The system permits you to enter either a three digit or a five digit site code. The site code is your official VA site number. Five digit site codes are mostly used to indicate consolidated sites, and so you may or may not have a five digit site code. If you are unsure what code to use, send us an e-mail.

If NEPEC has assigned you a **suffix code**, enter it in the appropriate box. You may leave this field blank if you do not have a suffix. Very few sites have suffixes; they are used to distinguish between separate CWT programs within a single site (e.g., programs that share the same official VA site code).

1. Date form completed: Enter the date that the form is actually completed (today's date).

2. Name of staff completing form: Enter your last name (not the veteran's name).

3. E-mail address: Entering your e-mail address will allow us to send you reminders when your quarterly updates are due. Please make sure the e-mail address is correct!

4. Date admitted to CWT: Enter the date on which the veteran was officially enrolled into the CWT program. This may or may not be today's date, but it should not be a date in the future. Do not complete the NEPEC form if the veteran has not yet been admitted to CWT.

Questions 5 through 21 should be completed during a face-to-face interview with the veteran.

5. Have you ever worked in CWT before this admission? Use the drop down menu to select yes or no. If the veteran does not remember, select "don't know."

6. How many months of training or technical education… enter total number of months in which the veteran participated in specialized training or technical education during the veteran's lifetime. If none, enter "00."

7. What has been your usual employment pattern during the past three years?
Select from the drop-down menu the description that most closely represents the veteran's work history during the entire three-year period prior to admission.

8. In the last 30 days, how many days did you work for pay? Use the drop-down menu to select the number of days immediately prior to admission on which the veteran had any paid work activity. Include casual labor, including work "paid under the table." Full-time work (e.g., 5 days per week) would be coded as 20 days. Do not include days worked in CWT or IT.

9. In the last 30 days, how much did you receive from employment? In the box provided, enter the approximate dollar amount earned from the employment described in question 7. Exclude any payment from CWT or IT. If the veteran did not work at all, enter "00."

10. Do you currently receive any of the following kinds of financial support? Using the drop-down menus, select "yes" for each type of financial support received by the veteran.

11. In the past 30 days, how much money did you receive from these sources combined? Add the approximate amounts received from all sources checked "yes" in question 9. Enter this number into the box provided. If none, enter "00."

12. Period of service. Using the drop-down menu, select the era in which the veteran spent the majority of his or her military career.

13. Did you serve in the theatre of operations for any of the following military conflicts? Using the drop-down menus, select yes for all that apply.

14. Did you ever receive hostile or friendly fire in a combat zone? Use the drop-down menu to select the correct answer.

15. Where did you usually sleep during the month before you were admitted to the CWT program? Ask the veteran to name all of the places where s/he stayed in the 30 days prior to the CWT admission date. Select the location where the veteran spent the most number of nights.

16. On the last date you were living in the community (e.g., not in a hospital or healthcare facility) were you homeless? If the veteran was living in a hospital, halfway house, correctional facility, or other institution on the day prior to the CWT admission date, determine where the veteran was living prior to admission into the hospital, halfway house, correctional facility, or other institution. Select "yes" if the veteran was homeless at that time. "Homeless" is defined here as lacking a fixed, regular, and adequate nighttime residence.

16a. How long was that episode of homelessness? The length of time homeless is determined by calculating the number of months or years since the veteran has had a fixed, regular and adequate nighttime residence, and then subtracting the number of months or years spent in any institution (including hospitals, halfway houses, correctional facilities, etc.). Use the drop-down menu to select the correct answer.

17. In the past 30 days, have you at least once drunk alcohol… Using the drop-down menu, select yes or no.

18. In the past 30 days, have you at least used any drugs… Using the drop-down menu, select yes or no.

19. Have you ever been hospitalized for: a) treatment of alcoholism, b) treatment of a drug problem, c) a psychiatric or emotional problem? Select yes if the veteran has been hospitalized for treatment of a problem during his/her lifetime.

20. Which of the following health problems do you currently have? Use the drop-down menus to select "yes" to indicate that the veteran currently has the corresponding medical problem.

21. Have you ever lost a job because of alcohol and/or drug problems? Use the drop-down menu to select "yes" if the veteran reports being fired from a job because of alcohol or substance abuse at any time during his/her lifetime.

22. Have you ever been arrested? If yes, ask the veteran how many times s/he has been arrested. Use the drop-down menu to select the answer that corresponds to the number of times the veteran has been arrested at any time during his/her lifetime. This question should be answered in the affirmative even if the veteran was arrested but not convicted.

23. Have you ever been incarcerated in a correctional facility during your lifetime? A correctional facility is jail, prison, or another holding facility after an individual has been arrested.

24. There are several kinds of jobs available through the CWT program… This question seeks to identify the ultimate or long-term goal of the veteran. When asked about goals, some veterans will identify a competitive job in the community as their eventual goal, even if they currently are interested in working in a transitional or sheltered job. For veterans who fit this description, or veterans wishing to obtain a competitive job immediately, select "yes (would like a competitive job)". If the veteran is not interested in a competitive job at any time in the future, select "no (would not like a competitive job)". A competitive job is defined as a paid job in the community where the veteran works directly for the employer, not for the CWT program.

25. How was the contact with the CWT program initiated? Use the drop-down menu to select the correct referral source to the CWT program.

26. Is the veteran currently in a VA domiciliary or inpatient unit? Use the drop-down menu to select "yes" if the veteran is currently residing in a VA residential program or inpatient unit.

27. Please indicate below the veteran's DSM-IV diagnosis as determined by professionals in this program or from the medical record. Use the drop-down menus to select "yes" for all diagnoses that apply to this veteran. If the diagnosis is not listed, select "yes" for item k, and list the diagnosis in the box marked "k. Other (specify)." Please review all of the response choices carefully before selecting "other" to see if the diagnosis is already listed under a category already listed. For example, major depression, minor depression, dysthymia, and depression with psychotic features all are included by selecting "yes" in box c: "affective disorders/depression EXCEPT bipolar disorder."

28. Please indicate below any disabling medical conditions that apply to this veteran as determined by professionals in this program or from the medical record. Use the drop-down menus to select "yes" for all medical conditions that apply to this veteran. If the condition is not listed, check "yes" in box "m. Other." You do not need to specify the "other" condition.

29. GAF SCORE: In the box provided, enter the score from 1– 99 that best represents the veteran's level of functioning over the prior **30 days.** CWT staff who does not feel qualified to complete at GAF assessment can:

    a) substitute an existing GAF score from the medical record _but only if it was completed within the previous 30 days;_
    b) **code NQ** indicating they are not qualified to do GAF ratings
    c) **code NI** if there is not enough information available to do an adequate rating, including no recent GAF in chart.

To view a description of the GAF score and anchors, click on the words MH GAF to open a new window with GAF information. Online training for the GAF is also available on the VHA intranet at http://vaww.mentalhealth.med.va.gov/gaf.shtm.

Instructions for Completing the Quarterly Vocational Update Form – Item By Item:

1. Date form completed: Enter the date that the form is actually completed (today's date).

2. Name of staff completing form: Enter your last name (not the veteran's name).

3. As of today, is the veteran still enrolled in the CWT program? Use the drop-down menu to select "yes" if the veteran is still enrolled in the CWT program. If the veteran is NOT still enrolled in CWT, *do not complete the Quarterly Vocational Update Status Form, and complete the Discharge Form instead.*

4. As of today, is the veteran working in either a competitive, transitional, or volunteer job? Use the drop-down menu to select "yes" if the veteran is working in a competitive job in the community, a transitional work experience (TWE), or a volunteer job supported by the CWT program.

5. If working now (including volunteer positions), how many weeks has the veteran worked at this job? In the box provided, enter the TOTAL number of weeks that the veteran has held a single competitive, transitional, or volunteer job. If the veteran has several jobs, select the job in which the veteran has been working the longest number of weeks.

6. In the past 30 days, have you at least once drunk alcohol… Using the drop-down menu, select yes or no.

7. In the past 30 days, have you at least used any drugs… Using the drop-down menu, select yes or no.

8. GAF SCORE: In the box provided, enter the score from 1– 99 that best represents the veteran's level of functioning over the prior **30 days.**

CWT staff who do not feel qualified to complete at GAF assessment can:
> a) substitute an existing GAF score from the medical record *but only if it was completed within the previous 30 days;*
> b) **code NQ** indicating they are not qualified to do GAF ratings
> c) **code NI** if there is not enough information available to do an adequate rating, including no recent GAF in chart.

To view a description of the GAF score and anchors, click on the words <u>MH GAF</u> to open a new window with GAF information. Online training for the GAF is also available on the VHA intranet at http://vaww.mentalhealth.med.va.gov/gaf.shtm.

9. In the last 90 days, what percent of all contacts between CWT staff and the veteran were… Calculate the number of times you met face-to-face with the veteran in the past 90 days in each of the listed locations: a community work site, a VA work site, a community location other than a work site, and at a non-work site at the VA. In the boxes provided, enter the percent of the total contacts that occurred at the corresponding locations.

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In the case where a veteran is being discharged after fewer than 30 days in the program, only record work activity for the days that the veteran was actually enrolled in CWT.

10. Work status in the last 90 days. Using the drop-down menus and the boxes provided, enter the work status of the veteran over the last 30 days. If work schedules vary from week to week, enter the **approximate averages**. Include casual labor, including work "paid under the table," as "competitive employment." If a veteran had any work activity in any of the categories listed, *you must complete the entire row, including job status.*

We have provided two examples of how to calculate job earnings. However, we recognize that for certain types of employment, you may only have an approximate idea of the number of days and/or hours worked and earnings. Enter the information to the best of your ability.

> **EXAMPLE #1:** The veteran did not work for the first 60 days. During the first two weeks of the last month prior to completing the Quarterly Vocational Update Form, the veteran worked in a competitive job 2 days each week, at 3 hours each day, for $7.00 an hour. After these two weeks the veteran quit the job and did not work at all during the last two weeks of the month.
>
> **Number of days:** Enter in the "4" for the number of days worked (2 days a week multiplied by 2 weeks)
>
> **Average hours per day:** enter "3" for the number of hours worked
>
> **Average wage per hour:** enter $7.00
>
> **Number of placements/jobs:** enter 1 because the veteran was working only one job during the 90-day period
>
> **Job Status:** use the drop-down menu to select "Quit"
>
>
> **EXAMPLE #2 IS ON THE NEXT PAGE.**

EXAMPLE #2:   During the six weeks of the 90 day time reporting period, the veteran worked in a TWE position all 5 weekdays, 2 hours each day, earning $5.00 an hour. After the first six weeks of the 90 day time period, the veteran left the TWE position to start a competitive job. She worked 4 hours per day, 2 days a week, earning $7 an hour. She left the job after two weeks because her employer did not have the money to pay her. The veteran and ES immediately began looking for another position.

Number of days: Enter in the "34" for the number of days worked:
>   Week 1: 5 days
>   Week 2: 5 days
>   Week 3: 5 days
>   Week 4: 5 days
>   Week 5: 5 days
>   Week 6: 5 days
>   Week 7: 2 days
>   Week 8: 2 days
>   Weeks 9 – 12: no work
>   **Total: 34 days**

Average hours per day: enter "2" for the number of hours worked:
>   Week 1: 5 days X 2 hours = 10 hours
>   Week 2: 5 days X 2 hours = 10 hours
>   Week 3: 5 days X 2 hours = 10 hours
>   Week 4: 5 days X 2 hours = 10 hours
>   Week 5: 5 days X 2 hours = 10 hours
>   Week 6: 5 days X 2 hours = 10 hours
>   Week 7: 2 days X 4 hours = 8 hours
>   Week 8: 2 days X 4 hours = 8 hours
>   Weeks 9 – 12: no work
>   **Total hours: (10 X 6) + (8 X 2) = 76**
>   **76 hours divided by 34 days = 2.24, round down to 2**

Average wage per hour: enter "$5.42" for the average wage per hour worked:
>   Week 1: 10 hours X $5 = $50
>   Week 1: 10 hours X $5 = $50
>   Week 1: 10 hours X $5 = $50
>   Week 1: 10 hours X $5 = $50
>   Week 1: 10 hours X $5 = $50
>   Week 1: 10 hours X $5 = $50
>   Week 2: 8 hours X $7 = $56
>   Week 3: 8 hours X $7 = $56
>   Week 4: no work
>   **Total income: ($50 X 6) + ($56 X 2) = $412**
>   **$412 divided by 76 hours = $5.42**

Number of placements/jobs: enter "2":
Job Status:
>   Job 1: use the drop-down menu to select "left for (another) competitive job"
>   Job 2: use the drop-down menu to select "laid off"

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Instructions for Completing the Discharge Form – Item By Item:

1. Name of staff completing form: Enter your last name (not the veteran's name).

2. Date form completed: Enter the date that the form is actually completed (today's date).

3. **Three digit VA Station Code & Facility Suffix:** Enter your three digit station code, and if you have one, your facility suffix assigned by NEPEC.

4. Date discharged from CWT: Enter the date on which the veteran was officially discharged from the CWT program. This date should not be later than the current date. If the veteran has not yet been discharged, do not complete the NEPEC form until the discharge is final.

5. In your opinion, is the veteran capable of competitive employment? Use the drop-down menu to select "yes" if you believed that the veteran could work competitively in the community on the day of discharge from the CWT program.

6. At the time of discharge, was the veteran interested in competitive employment?
Use the drop-down menu to select "yes" if the veteran's goal at discharge was competitive employment. Also select yes if the veteran was working in a competitive job at discharge.

7. Veteran's employment status at time of discharge from CWT was… Use the drop-down menus to select "yes" for all that applied on the date of discharge from the CWT program.

8. If working now, (a-d above), how many weeks has the veteran worked at this job? In the box provided, enter the TOTAL number of weeks the veteran has worked in a single competitive, IT, or volunteer job as of the date of discharge from the CWT program. If working several jobs, select the job the veteran has held for the longest period of time.

9. GAF SCORE: In the box provided, enter the score from 1– 99 that best represents the veteran's level of functioning over the **30 days** prior to the date of discharge from CWT.

CWT staff who do not feel qualified to complete at GAF assessment can:
     a) substitute an existing GAF score from the medical record _but only if it was completed within the previous 30 days;_
     b) **code NQ** indicating they are not qualified to do GAF ratings
     c) **code NI** if there is not enough information available to do an adequate rating, including no recent GAF in chart.

To view a description of the GAF score and anchors, click on the words MH GAF to open a new window with GAF information Online training for the GAF is also available on the VHA intranet at http://vaww.mentalhealth.med.va.gov/gaf.shtm.

10. In the last 90 days, what percent of all contacts between CWT staff and the veteran were… Calculate the number of times you met face-to-face with the veteran in the 90 days prior to the date of discharge from the CWT program in each of the listed locations: a community work site, a VA work site, a community location other than a work site, and at a non-work site at

the VA. In the boxes provided, enter the percent of the total contacts that occurred at the corresponding locations.

11. Work status in the last 90 days. Using the drop-down menus and the boxes provided, enter the work status of the veteran over 90 days prior to the date of discharge from the CWT program. If work schedules vary from week to week, enter the approximate averages. Include casual labor, including work "paid under the table," as "competitive employment."

If a veteran had any work activity in any of the categories listed, you must complete the enter row, including job status.   SEE EXAMPLES ON PAGES 15 & 16

12. Type of discharge from CWT: Using the drop-down menu, select the option that best describes the type of discharge.

13. Since admission, did the veteran receive an increase in payment, or begin receiving for the first time, any of the following: Using the drop-down menus, select "yes" if the veteran had an INCREASE in payment or began receiving any of the benefit/compensation categories listed. If the veteran has been receiving a benefit/compensation during the entire period of CWT participation, do not select "yes," even if they are receiving that benefit/compensation at the time of discharge.

14. Did the veteran give any indication that one factor for deciding to leave the program was a concern that continued participation in employment would jeopardize the amount of any of the benefits listed in the above question? Using the drop-down menu, select "yes" if one reason why the veteran did not want to work was fear of losing benefits/compensation.

15. Veteran's housing status at discharge from CWT was: Using the drop-down menus, select the option that best corresponds with the veteran's housing status on the day of discharge from CWT.

16. In the last 30 days, did the veteran drink… Using the drop-down menu, select yes or no.

17. In the last 30 days, did the veteran use any illicit… Using the drop-down menu, select yes or no.

18. Please rate changes in the following work areas over the course of the veteran's participation in CWT: Use the drop-down menus to rate the veteran on each work area as compared to the veteran's ability at admission. Select "not applicable" if a particular area was never a problem for that veteran.

19. Please rate changes in the following clinical areas over the course of the veteran's participation in CWT: Use the drop-down menus to rate the veteran on changes in the listed clinical problems as compared to the veteran's status at admission. Select "not applicable" if a particular area was never a problem for that veteran.

20. Which of the following services, if any, will the veteran be receiving after discharge? Using the drop-down menus, select "yes" if the veteran will be receiving services from the categories listed. Include services that began prior to the veteran's discharge from CWT, or services for which another provider was the referral source.

Frequently Asked Questions (FAQs)

Q. Why can't I retrieve data from my own site from the system?
A. After the data is submitted, it is stored on a secure server on the VA Intranet. Allowing others access to this data must follow strict security regulations. If you need information about your program, contact NEPEC.

Q. What if I notice an error after I've submitted the data?
A. E-mail the NEPEC program analyst who works with your site. He or she will work with you to correct the error.

Q. When I enter the veteran's name and SSN in the "find patient" box, the system tells me that there is no match, but I'm sure that I'm entering the name and SSN correctly. What do I do?
A. Contact the NEPEC program analyst who works with your site. He or she will work with you to determine if there was an error when the veteran was enrolled in the system, or if the veteran has never been enrolled in the system.

Q. My staff has never used the GAF before. How do we learn how to use it?
A. There are training materials on the VA Intranet at
                        http://vaww.mentalhealth.med.va.gov/gaf.shtm

Q. Who do I contact at NEPEC if I have questions?
A. For questions about <u>how to complete the NEPEC forms</u>, contact the program analyst assigned to your site.

Rick Baldino	*203-932-5711 x5632*	*Rick.Baldino@med.va.gov*
Linda Corwel	*203-932-5711 x3720*	*Linda.Corwel@med.va.gov*

For general questions about the CWT Electronic Data Monitoring System, contact

Sandra Resnick, Ph.D., *Associate Director, NEPEC*
                        203-932-5711 x5106   Sandra.Resnick2@med.va.gov
Our fax number is   203-937-3433

Our mailing address is: Northeast Program Evaluation Center (182)
                        VA Connecticut Healthcare Center
                        950 Campbell Avenue
                        West Haven, CT 06516

Due to the great volume of users requesting our help, we would prefer that you send us an e-mail, including as much information as possible – this will allow us to increase the speed at which we can help you - no phone tag! Thanks!

Appendix: Instructions to Configure Browser Settings

It is critical for customers to have their browser settings properly configured in order to access the VSSC web site and to run reports available there. The following information and instructions are provided to help customers properly configure their browsers for optimum use.

It is important to have a current browser installed on your PC that supports proxy settings, such as Microsoft Internet Explorer (IE) 6.0. It is strongly recommended that customers using earlier versions of IE upgrade to version 6.0. These instructions focus on IE, due to its widespread use throughout VHA, and because the VSSC web site is best viewed with IE 6.0. Please note that the VSSC web site cannot be properly viewed with any versions of Netscape that are currently available.

Note: If you currently use VPN to access a VHA server, make sure that VPN is connected first. If you are using Windows XP, please note the highlighted instructions for XP users at the end of this document.

If there are any questions about the following instructions, please send an e-mail message to us using this link http://klfmenu.med.va.gov/FAQ/HD_request.asp .

Browser Configuration Instructions for Users Unable to Access Internet Sites Through a Proxy Server

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Microsoft Internet Explorer (IE) 6.0

1. Click "Tools", then "Internet Options" then click the "Connections" tab at the top.
2. Click the "LAN Settings" button.
3. Make sure "Use a proxy server" is <u>not</u> checked.
4. Click "OK"
5. Click the "Security" tab.
6. Click the "Local Intranet" icon to highlight it.
7. Click the "Sites" button
8. Make sure the boxes for all three settings for webs to be included are checked.
9. Click the "Advanced" button.
10. Enter <u>http://*.va.gov</u> into the "Add this Web site to the zone" box.
11. Click the "Add" button.
12. Repeat steps 10 and 11 for the following web address: https://*.va.gov (note the https…, which makes this entry different from the one in step 10)
13. Click "OK" twice until back at the Internet Option box.
14. Click the "Advanced" tab.
15. Scroll down to the Security section
16. Check the checkbox labeled, Enable Windows Integrated Authentication
17. Close and then re-open Internet Explorer

Changing Security Settings

One of the primary reasons that users cannot get to the VSSC web site (or are prompted for the NT UserID) is that the security setting on the browser is set too high. Following are instructions for adjusting the security level.

<u>Microsoft Internet Explorer (IE) 6.0</u>

1. Click "Tools", then "Internet Options" then click the "Security" tab at the top.
2. Click the Custom Level button at the bottom of the dialog box.
3. Reset custom settings to Medium, Medium-low or Low.
4. Click the Reset button.
5. Click "Yes to the question "Are you sure you want to change the security settings for this zone?"
6. Click "OK" to exit all dialog boxes that are open.

Removing Cached Pages

In addition to the above, it may be necessary to ensure that all cached of the VSSC web site pages have been removed:

1. Click "Tools", then "Internet Options" then click the "General" tab at the top.
2. In the Temporary Internet Files section, click the "Settings" button.
3. Click the "View Files" button.
4. From the Edit menu, choose "Select All".
5. Right mouse click and choose "Delete".

Entering Your Userid/Password/Domain Information

Some sites have special network configurations that prevent users from being able to reconfigure their browser settings. If you are unable to reconfigure your browser settings, you can refer to the guidelines provided here to complete the Userid/Password/Domain fields to access the VSSC web page.

Please note these prompts need to be completed with your network userid/password/domain information (i.e., the information you use to logon to your PC each day), not your Austin access codes. If you need assistance, please contact your local IRMS or contact the VSSC KLF Help Desk at http://klfmenu.med.va.gov/FAQ/HD_request.asp.

If you use Internet Explorer Version 6.0:
1st box: userid
2nd box: password
3rd box: domain

If you use Internet Explorer Version 6.0 with Windows XP:

1st box: domain\userid (please overwrite anything that the system may automatically enter in this 1st box and type this instead)
2nd box: password

Browser Configuration Instructions for Users Required to Access Internet Sites Through a Proxy Server

Although most of VHA does not use proxies, there are still a few sites that do. If you are at one of those sites, please follow these instructions to configure your browser. If you are not sure if this pertains to your site, contact your local IRMS.

Microsoft Internet Explorer (IE) 6.0

- **Open Microsoft IE.**
- **Click "Tools", then "Internet Options" then click the "Connections" tab at the top.**
- **Click the "LAN settings" button. Make sure the boxes "Automatically detect settings" and "Use automatic configuration script" are <u>NOT</u> checked.**
- **Check the box "Use a proxy server"**
- **Check the box "Bypass proxy server for local addresses". If you enable proxies and wish to browse web pages on the VA intranet as well as the internet, it is <u>essential</u> that you enable the setting that bypasses the proxy server for intranet sites. Access response times to intranet sites can be decreased ten-fold by bypassing proxy servers as well as freeing up the pipes and the gateways to perform tasks they were meant to do.**
- **Depending on your geographical location, enter one of the following addresses into the address box: gk-west.va.gov, gk-cent.va.gov, or gk-east.va.gov (See * note below.)**
- **In the "Port" box type 80**
- **Click the Advanced button next to the "Port" box. Make sure the "proxy address to use" and "port" information that were typed in the previous screen appear in the HTTP box. If not, enter the information.**
- **Check the "Use the same proxy server for all protocols" box.**
- **Type the following information into the "Exceptions" box: *.va.gov and 10.***
- **Click "OK" to exit all dialog boxes that are open.**